

Eastern Shore Rural Health System, Inc.

Serving The Community



At Work and At Play

2017 Annual Report

Mission Statement

Eastern Shore Rural Health System, Inc. is a Community Health Center organization committed to enhancing the quality of life for people on the Eastern Shore. We seek to serve the needs of this rural community by providing accessible, comprehensive, affordable medical, dental and health services in a caring, professional and safe environment.

Vision Statement

Eastern Shore Rural Health shall be the provider of choice for primary and preventive services offering comprehensive care of exceptional quality for all people on the Eastern Shore.

Value Statement

Our work is characterized by quality, integrity, teamwork and communication.

Our relationships with patients demonstrate respect, compassion and confidentiality.

We strive for the empowerment of patients and colleagues as our partners in improving the quality of our community, our health and our lives.

On The Cover

Bayview Family Nurse Practitioner Jynnifer Albano volunteering at Lower Northampton Baptist Church.



www.esrh.org
Follow us on Facebook:
www.facebook.com/esrhs

What our patients are saying:
"My nurse brightens my day and makes me smile."



Denise Bland

Board President's Letter

Eastern Shore Rural Health System, Inc.'s Board of Directors accomplished significant work. Their due diligence is noteworthy and recognized throughout Virginia. This past fiscal year, during our Operational Site Visit, the directors were acknowledged for their dedication to our mission, commitment to serve, steadfast attention to our strategic plan, and active committee work. The visiting reviewers stated they "have never seen a board like ours....very vocal, a voice for the community and the organization. Compliant with all standards. Absolutely what a board of a community health center system should be." ESRHS also was named as having a "best practice" for the subcommittee formed of representatives of the Riverside Shore Memorial Hospital and ESRHS boards to explore ways to best work together.

We welcomed two new members to our Board, rounding out our Shore representation from Chincoteague to Cape Charles. In addition, we started a Board Intern Program through our partnership with Eastern Shore Community College in an effort to reach out to youth in our community. Our intern engaged with the Board by participating in Board meetings, learning about the operations and governance of the organization, and offering a unique perspective as a student intern.

Many of our directors engaged in opportunities such as advocacy trainings and visits to our state and federal legislators in order to raise awareness about ESRHS; they remained steadfastly attentive to effective, timely review and approval of policies that guide our organization - all of this while keeping a listening ear to the communities they represent.

In closing, their dedication and commitment to building the new Eastville Community Health Center has been phenomenal. From attending the celebrations welcoming Mr. George McMath as chairman of the campaign, to assuring 100% Board donor participation, to volunteering and supporting multiple fundraisers for the new center, it has been an honor to lead and work alongside such enthusiastic community members.

We use the slogan, "We take care of all of you," to represent what we do for the community both at work and as citizens of Virginia's Eastern Shore. And in turn, you take care of us. We truly are, to borrow another slogan from the Eastville Capital Campaign, "Built by the community, for the community."

Thank you for your continued support.

A handwritten signature in blue ink that reads "Denise W. Bland". The signature is fluid and cursive.

Denise W. Bland



Nancy Stern

CEO's Letter

As we embark on our 42nd year of operation, Eastern Shore Rural Health System, Inc. (ESRHS) celebrates its growth and anticipates an exciting year of construction for the new Eastville Community Health Center.

The Eastville center will combine our aging Northampton County centers as a state-of-the-art facility designed for maximum efficiency. It will house 10 medical providers, 3 dentists, dental hygienists, nurses, and support staff. Among its many attributes will be digital x-ray, expanded lab, pharmacy and mental health services. The approximately \$9 million building, financed through a combination of grants and foundations, a USDA loan, and the 2017 capital campaign anticipates opening in the summer of 2019.

This capital campaign, spearheaded by Chairman George McMath and Vice Chairman Kristin Webb, has been incredibly successful in raising over \$1 million. We are so grateful to our Honorary Chairpersons Drs. Cathy and David Riopel and all of our volunteers, friends, partners, and neighbors for their gracious contributions. Eastville Community Health Center will be proudly "built by the community, for the community."

There have been several dynamic initiatives taken throughout the year, and just a few of the highlights are as follows:

- Successful recruitment for new medical and dental providers
- Implemented a new organization wide phone system
- Successful Operational Site Visit
- Received \$124,000 Quality award
- Received a \$50,000 matching grant from USDA to purchase equipment for the Eastville Center
- Successful health fairs and "late nights" expanding access for students and migrant seasonal farmworkers

Despite the accomplishments of a hard-working and dedicated staff, we are still the Shore's "best kept secret" –so please help us spread the word about all that ESRHS does to take care of all of you!

Did you know, that in 2016 ESRHS put \$34 million back into the economy of Northampton and Accomack Counties? Did you know that 79% of the Shore's population chooses ESRHS as its primary care provider? Did you know that we care for all patients –babies, children, teens, adults, seniors, and veterans? Did you know, that we accept Medicare, Medicaid, and most third party insurance plans?

We care for those with nowhere else to turn, and for those who can go anywhere but choose us. On behalf of the staff and Board of Directors, thank you for your continued support.

Be well, Nancy

By The Numbers . . . *A look at last fiscal year*



101,076 medical visits.



17,616 dental visits.



\$3,808,123 in “slide” services provided to uninsured patients. ESRHS receives federal dollars to care for the uninsured based on income and family size as a Federally Qualified Health Center.



34 medical providers, 10 dental providers, and 208 support staff work for ESRHS as of presstime.



\$5,695,484 = 4903 requests for prescriptions filled for 1039 indigent patients.



31,215 patients seen.



156 corporate accounts were provided with employment physicals, breathalyzer tests and drug screenings.



23,236 immunizations given.



\$21,210 in pediatric safety services provided through Safe Kids Eastern Shore including carseats and smoke alarms.



\$91,806 = 7062 Tickets for the Chesapeake Bay Bridge Tunnel distributed through medical pass program to qualifying individuals.



How patients paid:
Private Insurance 40%
Medicaid 22%
Uninsured 21%
Medicare 17%



103 students hosted from eight medical and dental schools.



5277 X-rays taken system wide.



1719 Migrant and seasonal farm workers seen.

Statement of Financial Position

May 31, 2017 and 2016

Eastern Shore Rural Health System, Inc.

	<u>2017</u>	<u>2016</u>
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	\$ 6,306,703	\$ 4,078,356
Accounts Receivable:		
Patient service, net of allowances	1,293,915	1,584,894
Medicare and Medicaid cost reimbursement	1,280,000	966,000
Other	407,301	491,954
Pledges receivable	295,049	-
Prepaid expenses	<u>20,982</u>	<u>18,664</u>
Total current assets	<u>\$ 9,603,950</u>	<u>\$ 7,139,868</u>
NONCURRENT ASSETS		
Investment in Community Care Network of Virginia	\$ 6,000	\$ 6,000
Property and equipment, net	<u>13,072,485</u>	<u>12,985,517</u>
Total noncurrent assets	<u>\$ 13,078,485</u>	<u>\$ 12,991,517</u>
Total assets	<u><u>\$ 22,682,435</u></u>	<u><u>\$ 20,131,385</u></u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Current portion of long-term debt	\$ 40,388	\$ 35,338
Accounts payable	389,364	404,692
Accrued expenses	950,608	862,165
Other liabilities	<u>611</u>	<u>907</u>
Total current liabilities	<u>\$ 1,380,971</u>	<u>\$ 1,303,102</u>
LONG-TERM DEBT, NET OF CURRENT PORTION	<u>2,250,424</u>	<u>2,270,294</u>
Total liabilities	<u><u>\$ 3,631,395</u></u>	<u><u>\$ 3,573,396</u></u>
NET ASSETS		
Unrestricted	\$ 18,624,999	\$ 16,556,303
Temporarily restricted	<u>426,041</u>	<u>1,686</u>
Total net assets	<u><u>\$ 19,051,040</u></u>	<u><u>\$ 16,557,989</u></u>
Total liabilities and net assets	<u><u>\$ 22,682,435</u></u>	<u><u>\$ 20,131,385</u></u>

The accompanying notes to financial statements are an integral part of this statement.

Statement of Activities

Year Ended May 31, 2017

Eastern Shore Rural Health System, Inc.

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>2017 Total</u>
REVENUES, GAINS AND OTHER SUPPORT			
Total patient service revenue	\$ 23,746,118	\$ -	\$ 23,746,118
Less: discounts and allowances	<u>(9,618,289)</u>	<u>-</u>	<u>(9,618,289)</u>
Net patient service revenue	\$ 14,127,829	\$ -	\$ 14,127,829
Grants			
Federal	4,980,822	-	4,980,822
State	219,641	-	219,641
Local	67,202	-	67,202
Contributions	81	544,259	544,340
340B program	2,648,008	-	2,648,008
Meaningful use	314,500	-	314,500
Other income	35,967	-	35,967
Loss on sale of assets		-	-
Net assets released from restrictions	<u>119,904</u>	<u>(119,904)</u>	<u>-</u>
Total revenues, gains and other support	\$ <u>22,513,954</u>	\$ <u>424,355</u>	\$ <u>22,938,309</u>
EXPENSES			
Program services	\$ 17,664,046	\$ -	\$ 17,664,046
General and administrative	2,324,314	-	2,324,314
Fundraising	<u>456,898</u>	<u>-</u>	<u>456,898</u>
Total expenses	\$ <u>20,445,258</u>	\$ <u>-</u>	\$ <u>20,445,258</u>
Increase (decrease) in net assets	\$ 2,068,696	\$ 424,355	\$ 2,493,051
NET ASSETS			
Beginning of year	<u>16,556,303</u>	<u>1,686</u>	<u>16,557,989</u>
End of year	<u>\$ 18,624,999</u>	<u>\$ 426,041</u>	<u>\$ 19,051,040</u>

The accompanying notes to financial statements are an integral part of this statement.

What our patients are saying:

"The Business Department was very helpful, enlightening and nice. Great customer service."

ESRHS 2017 Employee of the Year



Marisela Lopez

Marisela Lopez was named Employee of the Year for 2017. This award recognizes an employee, nominated by employees and selected by a committee of the Board of Directors, who performs exceptionally and excels in all areas of his or her job responsibilities. Marisela, who joined ESRHS in 2014, is a Business Assistant/Interpreter/Translator at Onley Community Health Center.

Marisela was commended for being an all star employee who is cheerful, kind, a great teacher, reliable, and a good friend to her teammates. Coworkers spoke of her way with patients, "She speaks with patients in an enthusiastic tone. . . many patients come straight to her desk when they walk in," and her skill at her job, "she does all she can to show kindness and efficiency in patient care but also does all she can to help the center succeed and help her teammates have a good day."

Employee's Choice Awards

These employees were recognized by their coworkers for providing excellent customer service.



Atlantic Community Health Center

Dr. Jeanne Roll

Clinical Director & Physician



Dental Services

Judith Zuniga

Dental Assistant/Interpreter/Translator



Bayview Community Health Center

Myra Jenkins

Patient Account Manager



Franktown Community Health Center

Cade Osborne

Patient Account Manager



Chincoteague Island Community Health Center

Lisa Cherrix

Custodian



Onley Community Health Center

Tobbee Gregoire

Business Assistant/Interpreter/Translator



Corporate

Suzanne Hiller

Purchasing Agent/Accountant

Anniversaries

Employee 5 Years

Deanna Conquest
Kathy Derrickson
Lucas Fussell
Larri Ann Gentry
Candy George
Rodney Glover
Kathy Hall

Lynn Huether
Traci Justice
Dr. Nicole Marsh
Frannie McCleary
Tracy Steuer
April Stevens

Employee 10 Years

Wendy Bell
Tommy Hargis
Ruby Lapole
Latasha Matthews
Fabiola VanKesteren

Employee 15 Years

Margaret Fecteau
Sherry Morgan
Doris Pruitt

Employee 20 Years

Kim Bowden

Employee 25 Years
Dr. Cathy Riopel
Dr. David Riopel

Employee 30 Years

Dixie Greer
Peggy Morgan

Employee 40 Years

Jean Thornton

Board Member 10 Years

Soraya Gomez-Buckner

Board Member 15 Years

Denise Bland

New Chief Medical Officer



Dr. Tom Hollandsworth

Dr. Tom Hollandsworth succeeds Dr. Blair Chick as Eastern Shore Rural Health's new chief medical officer. Tom, a native of Virginia's Eastern Shore, has been with ESRHS since 1999 and practiced family medicine at Onley Community Health Center until assuming his new role. As chief medical officer, he oversees ESRHS medical providers.

A huge thank you to Dr. Chick for his service to our community! He has returned to his native Ohio to be near his family.

Special Recognition for Special Supporters



From left: Then ESRHS Board President Dr. John Schulz, Giles Upshur's daughter and son-in-law Susie and Tim Brown, and ESRHS CEO Nancy Stern with a resolution of respect for Mr. Upshur.

As a community health care system we couldn't do what we do without you. A few individuals were recognized for their extraordinary support this year. Retiring Eastern Shore Rural Health board member and former secretary Caramine Kellam was given a resolution of respect upon stepping down from the board this past summer. The families of Cada Grove, Mary Peacock and Giles Upshur were presented resolutions of respect to commemorate their passing and to recognize their efforts in support of ESRHS.

Board Intern Program Initiated



Board Treasurer Bob Mayes, Debbie Daniels of Eastern Shore Community College, Board Intern Miketia Edmond and then Board Vice President Denise Bland.

Miketia Edmond, a student in the Eastern Shore Community College Practical Nursing program, was selected as ESRHS' first Board intern. In addition to providing a perspective as a member of the "millennial" generation, she speaks Creole and was able to serve as an advocate for Haitian patients. Miketia worked with the Board of Directors over the course of one year. She met with individual board members, attended committee meetings and board meetings.

The program was highly successful and will continue for the 2017-18 school year.

ESRHS was so impressed by Miketia, that upon her graduation, she applied and was offered a position as a Nurse, LPN/Interpreter/Translator at the Franktown Community Health Center. She passed the NCLEX to become a Licensed Practical Nurse in September 2017.

Back to School Nights Held



Atlantic center Pediatric Nurse Practitioner Kathy Hall with gift card drawing winner Dylan Padgett.

It takes a village to raise a child! This summer Eastern Shore Rural Health offered special Back to School Night hours to give parents extra access to services needed to get their children ready for school. During this time 75 physicals were given and 22 dental consultations were done with parents, some resulting in needed dental appointments. ESRHS worked in partnership with Accomack County Public Schools to get the word out to parents on the special hours and what was needed for children entering certain grades or playing school sports.

All children seen were entered into a drawing for a Wal-Mart gift card for back to school needs.

Health Fairs & Evening Clinics



ESRHS outreach, medical and dental staff produced two health fairs for the migrant population this summer. Photo by Jasmin Crisantes.

Two health fairs were held this summer to provide needed services to migrant and seasonal workers on the Shore. The first event took place at Ames Camp and was attended by 139 participants. A medical and dental evening clinic was held in conjunction with the fair, resulting in 24 medical visits and 11 dental visits. The second health fair was at PTG Sunripe Camp with 77 participants. The evening clinic held for the second fair provided 25 medical visits and 13 dental visits. Special thanks to community partner Cape Charles Baptist Church for providing a shuttle bus during both evening clinics.

What our patients are saying:

"The dentist makes me feel happy and brave."

"Received excellent service. Very respectful and answered all of my questions."

New Health Center Set to Open in 2019



EASTVILLE COMMUNITY HEALTH CENTER BUILT BY THE COMMUNITY - FOR THE COMMUNITY

As you've probably heard by now, Eastern Shore Rural Health is replacing the aging Bayview and Franktown Community Health Centers with a new medical and dental facility conveniently located on Route 13 in Eastville.

The new facility will have more than 24,000 square feet compared to the 13,700 square feet that the current Bayview and Franktown centers have combined. By consolidating the two centers Rural Health will be able to offer a state-of-the-art facility that will provide potential expanded hours to include 10-hour days and Saturday hours, digital x-ray, expanded lab services and hours, potential telemedicine and additional providers and staff. Digital x-ray is currently not at either facility. Additionally, Franktown has dental services, but Bayview does not, so the new center will allow residents in the southern part of Northampton County increased access to dental care.

As of press time, ESRHS expects to break ground on the new center in early spring 2018 and open the new center in the summer of 2019.

Do you want to help with the new center? Go online to donate at www.esrh.org/eastvillechc/ or mail a donation to 20280 Market St., Onancock VA 23417, ATTN: Development Department. Contact Amy Bull with questions at abull@esrh.org or call 757-414-0400 ext. 1122. Help us reach our goal of \$2 million.



From left: Eastville Capital Campaign Vice Chair Kristin Webb, Honorary Chairs Dr. David and Dr. Cathy Riopel and Campaign Chairman George McMath at the Eastville Capital Campaign kickoff in February 2017.

Donors of Honorary & Memorial Gifts

funds received June 1, 2016 through October 25, 2017

- Mr. & Mrs. Michael and Jennifer Ash - In honor of Family and Friends
Ms. Zanetta Ayres - In memory of Zarissa, Regina, Travis, Jordan, Jonathan, and Zoe
Ballard Fish and Oyster Co., LLC - In memory of Carroll Chadwick Ballard Sr. and Jr.
Ms. Wendy Bell - In memory of Floydette Bell
Mr. & Mrs. Mark and Kim Bowden - In honor of Center Nurse Managers
Ms. Audrey Brickhouse - In memory of Mr. Calvin L. Brickhouse
Mr. Donald Broad - In memory of Fred L. Broad
Mr. & Mrs. Paul and Amy Bull - In honor of Amy's father Dr. W.T. Giles
Chincoteague Kiwanis Club - In honor of John Sparkman
Dr. & Mrs. Robert and Gloria Colls - In honor of the Baldwin family
Ms. Shanna Colls - In honor of the Baldwin family
Ms. Kay M. Colonna - In memory of William N. Colonna, Jr.
Mr. & Mrs. Carter and Anne Crabbe - In honor of Julia H. Bowen
Mr. & Mrs. Paul and Wanda Custis - In memory of Rashaun Edwards and Jason Taylor
Ms. Janet Cypress - In honor of Fannie and Sidney Cypress, Sr.
Ms. Dianne Davis - In memory of Mrs. Ida J. Williams
Mr. Hunter Edwards - In honor of Briggs and Ellie Marsh and Baker, Mapp, and Winn Custis
Mr. Drew Edwards and Mr. Hunter Edwards - In honor of their parents, Tony and Jeannette Edwards
Mr. & Mrs. Jerry and June Evans - In memory of Holly June Evans
Ms. Candy George - In memory of David and Jean Ellen Johnson
Dr. Billy Greer - In honor of Fann Greer
Dr. Ed Griggs - In memory of my parents, Dottie and Eddie Griggs, Jr.
Ms. Jenean S. Hall - In memory of Evan Clements
Mr. & Mrs. Ronnie and Claudia Harmon - In memory of Mr. and Mrs. Oliver "Ott" Carpenter
Ms. Donna Hartley - In memory of Barbara Ann Clark
Ms. Cindy Hawk - In memory of Glenda Carol Wood
Ms. Sharon Hayden - In memory of Garland Paige (Jack) and Frances Hayden
Mr. & Mrs. Jeff and Penney Holland - In memory of Bill and Una Holland
Mr. & Mrs. James and Leslie Holt - In memory of Bayly Holt
Rev. & Mrs. Alex and Suzanne Joyner - In honor of the people of Franktown United Methodist Church
Mr. & Mrs. Peter and Jane Kafagian - In memory of Evan Clements
The Kellam Family - In honor of Lloyd Joseph Kellam, Jr.
Ms. Patricia N. Killmon - In honor of Dr. Hamilton Bice
Mr. & Mrs. J.B. and Kay Laird - In honor of Preston Laird, Chayce Wayman, Makayla Laird, and Aria Laird
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Ms. Eliza McBride - In memory of Evan Clements
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Mrs. Cary Milliner, Jr. - In memory of Cary F. Milliner, Jr.
Mr. & Mrs. Brian and Andrea Misener - In memory of Malcolm "Taffy" Waters
Ms. Lisa Brasch and Ms. Mary Ann Mosser - In memory of Margaret Barnes Pelletier
Ms. Mary Ann Mosser - In memory of Ann Crumb.
Drs. Brad and Sue Murray - In memory of Dr. Latham B. Murray
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Ms. Judy Underhill and Ms. Katie Neptune - In memory of Michael, Clyde, and Libby Underhill
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Mr. David Outten - In memory of Weston Outten-Ashby
Ms. Ellen S. Papetti - In honor of Tony Edwards
Mr. & Mrs. Barry and Patty Parks - In honor of our grandchildren, Kolby and Kayla Evans and Ella and Tristin Dahl
Mr. & Mrs. David Partin - In memory of Mr. and Mrs. Francis V. Rolley
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Ms. Thelma Peterson - In memory of Dr. William Bernart on behalf of the Barrier Islands Center
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Ms. Suzanne Ricco - In memory of Sharone Bailey
Drs. David and Cathy Riopel - In honor of past and present patients and their families
Dr. Noel Root - In honor of Dr. Terry Dickinson
Ms. Brook Sexauer - In memory of Chris Sexauer
Dr. Stephanie Shelley - In memory of Barbara and Stephen Harris
Ms. Teresa Smith - In memory of J.D. and June Turner
Mr. & Mrs. Collins Snyder - In memory of Joanna Snyder
Ms. Nancy J. Stern - In honor of Senior Leadership Team Members

Donors of Honorary & Memorial Gifts

funds received June 1, 2016 through October 25, 2017

Ms. Susan Stinson - In memory of Mary Eyre Peacock
Dr. & Mrs. Ashby B. Taylor - In memory of William K. Neal and Dr. William F. Bernart
Mr. & Mrs. Samuel and Margi Taylor - In memory of Robert L. Parker
Ms. Amanda Thomas - In memory of Percy L. Thomas
Ms. Jean Thornton - In honor of Oliver and Virginia Nelson
The Family of Giles C. Upshur, Jr. - In memory of Giles C. Upshur, Jr.
Ms. Fabiola P. Van Kesteren - In memory of Tim Aldous Meakin Holland
VFW Post 2296 - In memory and in honor of all Shore Veterans
Ms. Mary A. Volz - In memory of J. Henry Volz
Mr. William A. and Mrs. Ann Hayward Walker - In memory of Elisabeth C.W. Dowd and in honor of Lois Ann Rooney
Ms. Joanne Warren - In memory of Randy Warren
Ms. Nancy Weaver - In memory of Evan Clements
Ms. Nancy Weaver - In memory of Bill Weaver
Mrs. Harrison G. Wehner - In memory of Harrison Wehner
Ms. Ann McMath Weinheimer - In memory of Nannie Duntun Savage and Sophie T. McMath
Mr. & Mrs. Jim and Juanita Wightman - In memory of Minor and Tommie Stone
Mr. Thomas Wilkins and Ms. Robin Patteson - In memory of Evan Clements
Drs. Scott and Michele Wolpin - In memory of James David Stern
Mr. & Mrs. George and Rose Young - In honor of our family
Mr. & Mrs. Mike and Stephanie Zodon and their children, Abby, Ashley, and Tyler - In honor of Dr. David Riopel
Ms. Judith Zuniga - In memory of Jesus V. Zuniga

Donors funds received June 1, 2016 through October 25, 2017

Ms. Vivian Adamson
Ms. Jynnifer Albano
Mr. Jim Albright
American Legion Post 56
A & N Electric Cooperative
Anonymous
Ms. Mary Lou Arnold
Ms. Vanessa Arreola
Ms. Paula Atkinson
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Ms. Miriam Cornwell
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Mr. Crile Crisler

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Ms. Nicole Crockett
Ms. Shanell Cunningham
Mr. Mark Cuppett &
Mrs. Sierra Cuppett, PA-C
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Ms. Karen Darden
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Mr. & Mrs. George and Debbie Davis
Ms. Lucero Diaz
Mr. Charles Dickinson
Ms. Heather Diem
Ms. Patricia Diem
Mr. & Mrs. Thom and Charlene Dix
Mr. & Mrs. E.T. and Joan Dize
Dr. & Mrs. Parker and Maureen Dooley
Mr. & Mrs. Frank and Claudia Dorsch
Dr. & Mrs. Otis and Betty Doss
Ms. Jacqueline Douglas
Mr. James Douglas
Ms. Glory Jean Downing
Ms. Margaret Downing
Mr. & Mrs. Paul J. Driscoll
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Ms. Lisa N. Drummond
Mr. & Mrs. Andy and Susan Duer
Mr. & Mrs. Pete and Brook Duer
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Ed Weber Contracting
Mr. Louis Neudorff and Ms. Jane Edwards
Mr. & Mrs. Tony and Jeannette Edwards
Ms. Jessica Edwards
Mr. & Mrs. Roger and Lynn Eitelman

Donors funds received June 1, 2016 through October 25, 2017

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 ESRHS Corporate Office
 ESRHS Dental Program
 Exmore Rotary Club
 Sister Ellen Farrell
 Mr. Brian E. Fazenbaker
 Ms. Margaret M. Fecteau
 Ms. Katherine Fiege
 Ms. Mary Beth Finney
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ESRHS Staff Recognized Nationally



Eastern Shore Rural Health System, Inc. CEO Nancy Stern (left) was named 2016 Oral Health Champion by the National Network for Oral Health Access in Denver in November 2016. NNOHA was founded in 1991 by a group of dental directors from Federally Qualified Health Centers who identified a need for peer-to-peer networking, collaboration, research and support in running effective oral health programs. Nancy was recognized for her work to expand access to oral care on Virginia's Eastern Shore. ESRHS is a Federally Qualified Health Center. Nancy is pictured with Chief Dental Officer Dr. Scott Wolpin.



Dr. Ed Griggs (right) of Eastern Shore Rural Health was invited to join the International College of Dentists and was named a fellow at a meeting in Denver in late 2016. The College is the world's oldest and largest honor society for dentists. The College currently has over 12,000 members, in 122 countries, who have been awarded the prestigious title of fellow. A nominated dentist must pass a rigorous peer review process leading to the recognition of the individual's "outstanding professional achievement, meritorious service and dedication to the continued progress of dentistry for the benefit of humankind." Ed is pictured with Dr. Margaret M. Culotta-Norton, president of the International College of Dentists - USA Section.

What our patients are saying:

*"Extremely friendly and knowledgeable.
Made me feel comfortable."*

Health Care Plan Measures and Results

Eastern Shore Rural Health faces challenges with managing chronic diseases. This chart highlights key health measures tracked by ESRHS.

Each year, the federal Bureau of Primary Health Care assesses how community health centers have performed against key health measures. This past year, Eastern Shore Rural Health's results have exceeded state results on 88% of the measures and national results on 81% of the measures.

CATEGORY	INCREASE PERCENTAGE OF	LAST FISCAL YEAR RESULTS
Adult Weight Screening and Follow-up	Patients age 18+ with Body Mass Index (BMI) and follow-up plan documented if needed.	Goal Exceeded
Asthma Drug Therapy	Patients ages 5 - 40 with acceptable medication treatment plan for asthma.	Goal Exceeded
Cervical Cancer Screening	Females ages 24 - 64 with Pap test on file in past 3 years.	81% of 2017 Goal Met
Child and Adolescent Weight Assessment and Counseling	Patients ages 3 - 17 with a Body Mass Index on file and documented counseling.	Goal Exceeded
Childhood Immunizations	Children up to date with required vaccines by 2nd birthday.	68% of 2017 Goal Met
Colorectal Cancer Screening	Patients ages 51 - 74 with appropriate screening for colorectal cancer.	83% of 2017 Goal Met
Coronary Artery Disease Lipid Therapy	Patients age 18+ with a diagnosis of CAD prescribed a lipid lowering therapy.	91% of 2017 Goal Met
Diabetes Control	Diabetic patients ages 18 - 85 with A1c test results less than or equal to 9.	97% of 2017 Goal Met
Hypertension Control	Hypertensive patients ages 18 - 85 seen two times during reporting period with blood pressure less than 140/90.	Goal Exceeded
Seasonal Agricultural Worker Health	Outreach and health education activities provided.	Goal Exceeded
Seasonal Agricultural Worker Health	Women ages 24 - 64 with Pap test on file in past 3 years.	68% of 2017 Goal Met
Oral Health	Children with completed treatment plans in 6 months.	Goal Exceeded
Tobacco Cessation Intervention	Patients given cessation advice or medication when applicable.	Goal Exceeded

ESRHS Medical and Dental Providers

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Internal Medicine/Geriatrics
Clinical Director



Dr. Sandra Balmoria
Family Practice



Robert Coniglio
Physician Assistant



Kathy Hall
Pediatric Nurse Practitioner



Dr. David Hoshino
Family Practice



Dr. Sue Murray
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Bayview Community Health Center



Dr. Joan Lingen
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Dr. Edward Griggs
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Dr. David Riopel
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Dr. Heather Stark
Family Practice



Dr. Stephen Vandenhoff
Family Practice



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What our patients are saying:

*"Extremely friendly and knowledgeable. Made me feel comfortable."
"Always pleasant and takes time with you. Just love their spirit."*

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